Standard Department Narrative Form

Department Name: **Dispatch**
Department Number   212

Purpose of Department/Mission
The dispatch department provides 24 hours a day 7 days a week Dispatch and 911 services for the Police Department as well as 911 services for the two fire districts in town as well as the MedCare Ambulance service.

Department Staffing
* One full-time Dispatch Manager/Office Administrator
* Four full-time Dispatchers
* Up to Six per diem Dispatchers

Mandated Services
* This department logs all calls, dispatches calls for service to the officers and provides any needed communications support as well, handles walk-ins to the police department, assists with filling out vacation home checks, enters parking violations and helps put together arrest packets and criminal record information packets for the officers.
* The Dispatch Manager is responsible for updating all LEAPS and NCIC rules and regulations and as well as making sure the policies and procedures are in compliance with the regulations. Is also responsible for making sure all of the emergency equipment and computers are functioning properly. Is in charge of all yearly testing and training of officers and dispatchers that are mandated by State and Federal law. Is responsible for the scheduling of Dispatch employees as well as the Dispatch billing and payroll. Must apply for and disperse all available 911 and Dispatch grants. Assists the Chief of Police with all Police Department records, payroll, billing, etc.

Other Programs/Services Provided
* Also involved in this department is some of the clerical work. Court records, scheduling, RMV queries arrest paperwork and NCIC and Leaps paperwork and related functions.
* This department handles a large portion of the paperwork involved in FID licensing and takes in as well as hands out firearm applications and permits.
* Monitors prisoners.
* The dispatchers handle almost all of the in-station duties that would otherwise require a police officer to man the station.

Revenues Generated
* None